



Laura S. Olton
General Counsel

May 9, 2005

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RE: Docket No. 3628 - Trouble Non-Outage Report for April 2005

Dear Ms. Massaro:

Enclosed please find 10 copies of The Narragansett Electric Company's ("Narragansett") Trouble, Non-Outage Report ("Report") for April 2005. This Report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket No. 3628. In March 2005, the Division of Public Utilities requested that Narragansett also report the number of outage calls received monthly. Accordingly, this Report now contains Narragansett's trouble non-outage calls, outage calls, and the total number of all calls answered by a customer service representative monthly.

Thank you for your attention to this filing. If you have any questions concerning this Report, please do not hesitate to call me at (401) 784-7667.

Very truly yours,

Laura S. Olton

Enclosures

cc: Docket 3628 Service List
Paul Roberti, Esq.
Al Contente, RI Division
Steve Scialabba, RI Division

The Narragansett Electric Company
Trouble Non-Outage and Outage Calls Report¹
2005

<u>2005</u>	Number of Trouble Non-Outage <u>Calls</u>	Number of <u>Outage Calls</u>	Total Number of <u>All Calls</u>
January	300	3,193	27,833
February	222	2,569	27,439
March	269	2,994	32,649
April	281	3,668	36,296
May			
June			
July			
August			
September			
October			
November			
December			
Total	1,072	12,424	124,217

¹The numbers contained in this report reflect calls answered by a customer service representative.

Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the parties listed below.



Joanne M. Scanlon

May 9, 2005

Date

**Narragansett Electric Company – Service Quality Plan
Docket 3628 - Service List as of 10/27/04**

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cc: Paul Roberti, Esq.
Al Contente, RI Division
Steve Scialabba, RI Division